

SRweb RELATED CONTACTS As of 06 MAR 03

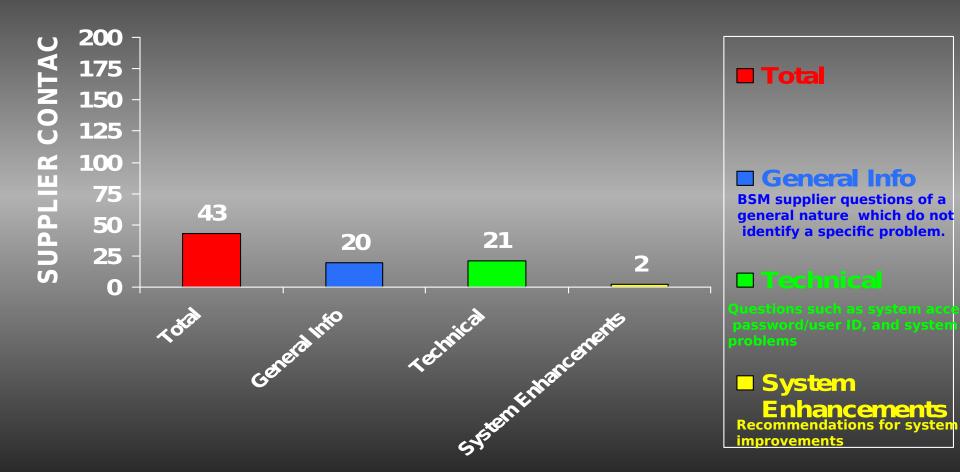
Total General Info ONTACTS **BSM** supplier questions of a general nature which do not identify a specific problem. Technical System Enhancements ₩ 300 ₩ 200 **Recommendations for system** improvements 89 79 43 20 21 2

CED (

EED



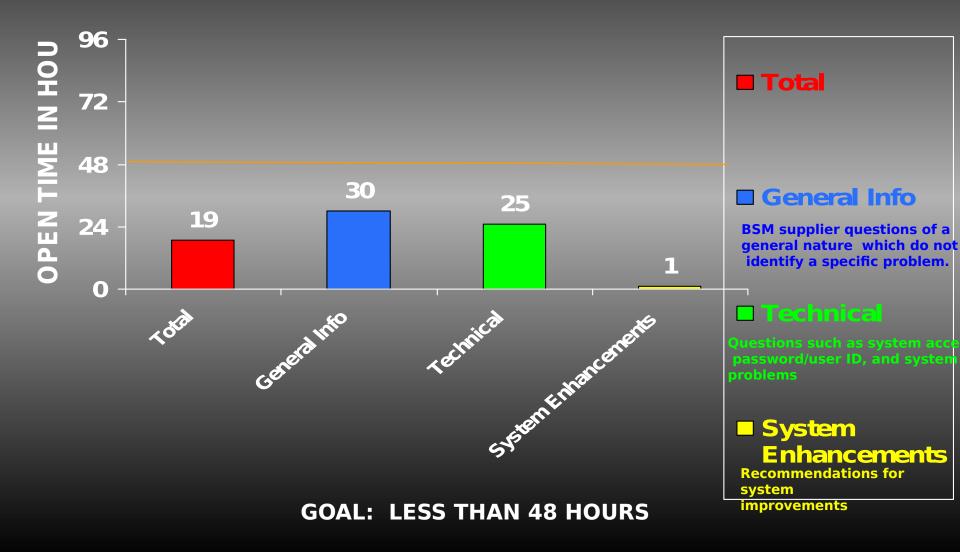
SRweb RELATED CONTACTS WEEK OF 28 FEB-06 MAR 03





SRweb ISSUES

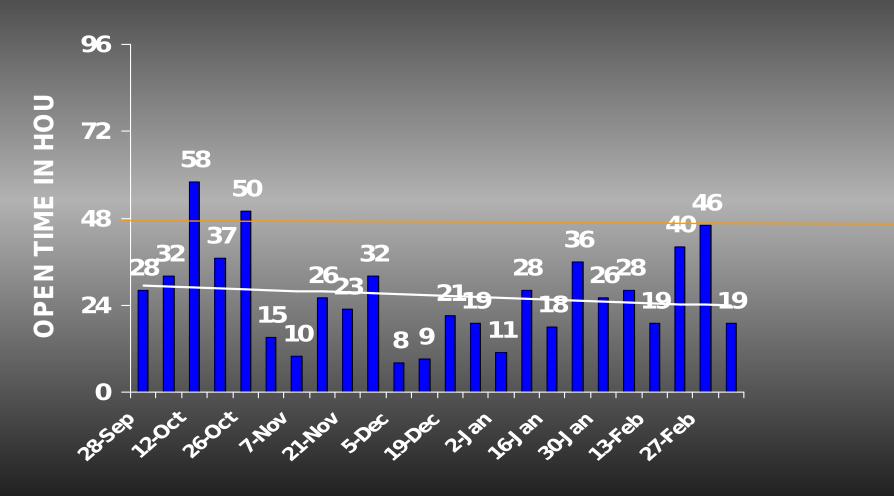
Average Resolution Time WEEK OF 28 FEB-06 MAR 03





SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS